Our goal is to see that you are 100% satisfied with our shows.

Creative Engineering, Inc.

SINCE 1975

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PH: (407) -425-1001 FAX: (407) 425-1007

BONUS SERVICE & WARRANTY COVERAGE*

The Classic Rock-afire Explosion™

and

New Rock-afire Explosion™

This *bonus* coverage is not available for Mini shows, used, or reconditioned shows.

HOME OF ELECTRONIMATION™

THE CLASSIC & NEW ROCK-AFIRE EXPLOSION™
BONUS SERVICE & WARRANTY COVERAGE!

Welcome to Billy Bob's® family of friends! You have shown a lot of confidence in us, and we appreciate it. You have placed Billy Bob®, Looney Bird™, Fatz™, Mitzi™, the Rolfe and Earle Show™, Beach Bear™, Dook™, all or some of them, in so many restaurants and entertainment centers that **Creative Engineering, Inc., has decided to express its appreciation in a new and meaningful way**. Effective March 1, 1996, we will put a service technician on the road to visit your various sites, check on the health of Billy Bob® and his friends at each of your sites, on his visits talk with your staff/maintenance technician to give them pointers and give you a written report on how well they are doing their job, administer any necessary medication and repairs, during the first year at our expense, and generally do everything we reasonably can to keep you happy and Billy Bob® and his friends on stage the healthiest group of mechanical critters on the face of this earth designed to entertain people. **That is our policy.** This is a Limited Warranty, and it is spelled out in detail below. This promise is in addition to the Product Warranty in your signed Agreement and extends to all variations of the New Rock-afire Explosion™ except the New Rock-afire Explosion™ Mini Classic, which is one of our lowest priced shows, includes only two characters, Billy Bob® and Looney Bird™, and requires little maintenance.

CREATIVE ENGINEERING, INC.'S RESPONSIBILITY

Labor, Parts, Travel, On-site Expenses of Our Technician - If you are a buyer within the continental United States, exclusive of Alaska, during the first year after shipping our on-the-road technician will schedule at least one appearance at your site during the year; **his expenses in getting there and on-site will be ours**, and ordinarily[1] **any and all needed repairs or replacement parts during the first year will be provided without any cost to you**. If you should need an unscheduled appearance, we will send a technician to your site. During the first year his time and all repair and replacement parts manufactured by Creative Engineering, Inc. would be **at our expense**. You would pay Creative only for our technician's airplane ticket and expenses on site. Parts not manufactured by Creative Engineering, Inc. would be covered by the manufacturer's warranty.

If you are a buyer outside the continental United States exclusive of Alaska, ordinarily, as defined above, during the first year after installation, **you will also be provided with any and all needed repairs, or replacement parts manufactured by Creative Engineering, Inc., without any cost to you**, provided only that defective parts are returned to us. Further, if a service technician is required at your site, we will fly one to your site without any charge for his time or services. You will be expected only to provide for his air flight to and from Orlando, Florida, business class, and for his expenses on site.

Your needs, wherever your site, **not only during the first year but always**, are our first concern. Our telephone lines are always open to you and your maintenance technician to discuss any problem with your show. We do not charge for this service during the first year or ever. Seldom, if ever, is there an actual need for one of our service technicians to appear at your site to correct a specific problem. Normally your competent, maintenance technician will be able to describe a problem to our service technicians over the phone, and it is readily resolved. **You will not have to wait for our on-the-road service technician** to resolve a problem. But after the first year too, as long as we have a service technician on the road, and we will try to make that indefinitely, he may be stopping periodically at your site, **without charge**, to examine how well your show is functioning, talk with your maintenance

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[1] "Ordinarily" means that (1) the show must not be subject to damage from external forces, such as fire, and must not have been subjected to neglect, abuse, or incompetence, and in particular, (2) you must have a reasonably competent maintenance technician who has been present at all times and worked with our technician during the installation of your show or has had in-plant training with us for a at least a few days in Orlando, and is spending ten to twelve hours per week doing the things he is instructed to do in the manual that is provided with your show. These two basic things are all we expect of you, and if they are done, Creative Engineering, Inc. parts, as well as our service technician's labor, travel, food and on-site expenses, are always our expense during the first year.

technician, and give you a report on how well he is doing. Parts, after the first year, will be at your expense.

Our liability - It is the intent of our warranty that **our liability is expressly limited solely to the original buyer and solely to the service, repair or replacement obligations** described above. In particular, without limitation, we expressly are not and shall not be liable for incidental or consequential damages of any kind except to the extent and only to the extent this provision is prohibited by law.

OWNER'S RESPONSIBILITY

Effective Warranty Date - Your warranty begins on the date your New Rock-afire Explosion™ is shipped. When installation is completed, you will sign an Installation Certificate, and our installation supervisor will provide you with a copy. Our installation supervisor will run it through as many shows as you reasonably wish to demonstrate that it is working properly.

Maintenance Technician - As indicated above, you are expected to have a reasonably competent maintenance technician, defined here to mean one who has had at least two years prior employment experience in both electronics and mechanics and who has had specific training by Creative Engineering, Inc. in the maintenance of its shows. Your technician may acquire his specific training by Creative Engineering, Inc. either by being present at all times during installation or he may come to our plant in Orlando for in-plant training for a few days. Normally, to correct any difficulty, your maintenance technician will simply describe it to our service technicians over the phone, and the difficulty will be promptly diagnosed and solved. **If a part manufactured by Creative Engineering, Inc. is required during the first year, there is no charge, provided that your maintenance technician ships the defective part back to us** so that we can determine precisely what went wrong. This is for your benefit as well as ours. If you do not return a supposedly defective part to us, we must charge you for the replacement part.

Manual - A manual comes with your New Rock-afire Explosion™ that will be very useful to your maintenance technician in understanding its components, and describing any difficulty to our service technicians over the phone.

This is Creative Engineering, Inc.'s bonus pledge to you!

Sincerely,

Aaron Fechter
President

CREATIVE ENGINEERING INC.
BONUS SERVICE & WARRANTY COVERAGE

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